

TRAINING REQUIREMENTS



Missouri Medicaid Audit and Compliance
Provider Certification Review Materials

Basic Aide Qualifications



All in-home service workers shall:

- ❖ Be eighteen (18) years of age
- ❖ Be able to read, write and follow direction
- ❖ Meet one of the following requirements:
 - ❖ Six (6) months paid work experience as an agency homemaker, nurse aide, maid or household worker
 - ❖ One (1) year experience, paid or unpaid, in caring for children, sick or aged individuals
 - ❖ Successful completion of formal training in nurse arts or as a nurse aide or home health aide.

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Advanced Personal Care Aide Qualifications



All advanced personal care and respite aides shall be:

- ❖ A licensed practical nurse (LPN);
- ❖ Or a certified nurse assistant (CNA)
- ❖ Or be documented to have worked at least fifteen (15) hours per week for three (3) consecutive months, successfully, for the provider, as an in-home aide that has received personal care training.

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Designated Trainer



Responsible for performing basic training sessions

Must be one of the following:

- Registered Nurse
- Licensed Practical Nurse
- Designated Manager or Supervisor
- Experienced Aide
 - ✦ Employed by the company at least six (6) months

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Basic Training Requirements



- Twenty (20) hours of basic training must be completed within thirty (30) days of employment.

Must include:

- Eight (8) hours of classroom training prior to client contact
- Two (2) hours of agency orientation and emergency protocols
- Four (4) hours of supervised on-the-job training under direction of the designated trainer
- Alzheimer's and related dementia training for ALL employees, direct and non-direct care.
- No more than 2 hours of reading material

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Basic Training Requirements



- Alzheimer's disease and related dementia (192.2000.1 RSMo)
 - For non-direct care employees:
 - ✦ Overview of Alzheimer's/dementias
 - ✦ Communicating with persons with dementia
 - For direct care employees:
 - ✦ Overview of Alzheimer's/dementias
 - ✦ Communicating with persons with dementia
 - ✦ Behavior management
 - ✦ Promoting independence in daily living activities
 - ✦ Understanding and dealing with family issues

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Advanced Personal Care Training



- Eight (8) hours of advanced personal care classroom training in addition to the required basic training
 - ✦ Required training topics can be found in the MO HealthNet Personal Care Manual (Section 13.9.G)
- Task training of advanced personal care tasks, by the Registered Nurse, prior to participant contact
 - ✦ Task training may take place in the classroom or home setting. Requirements are listed in the MO HealthNet Personal Care Manual (Section 13.9.G.2)
 - ✦ Task training must be observed and certified by a Registered Nurse

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

In-Service Training



- Ten (10) hours of in-serve training annually after the first twelve (12) months of employment
- Six (6) of the required (10) hours must be classroom training.
- Must include updates on Alzheimer's and dementia diseases
- Training should reinforce and extend the content of basic training

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Training Waivers



Basic training:

- Two (2) hours of provider agency orientation is never waived
- Waive twelve (12) hours if aide received similar training during the current or preceding year
- Waive twelve (12) hours if the aide was employed as an in-home aide at least halftime for six (6) months or more within the current or preceding state fiscal year
- All but two (2) hours of provider agency orientation waived for a LPN, RN or CNA
 - ✦ Must have documentation in the personnel file that includes licensure or certification number that is current and in good standing

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Training Waivers



Advanced Personal Care (APC) training:

- Waive eight (8) hours of classroom training for currently licensed LPN or CNA, in good standing
- If aide received APC training and was employed at least half-time as an APC aide in the prior 6 months with a DHSS contracted in-home provider
- Task training is only waived for Missouri licensed nurses

In-Service training:

- Only two (2) hours of refresher training annually after being employed for three (3) years and receiving thirty (30) hours of training
- Must have received Alzheimer's disease and related dementia training

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Training Waiver Verification



It is ultimately the provider's responsibility to judge whether or not the previous training was sufficient to justify a waiver.

The provider may obtain written or phone verification of the previous training which includes at least the following:

- ✦ The name, address, and phone number of the employer from whom the training was received
- ✦ The date or dates of the training
- ✦ A summary of the content and number of hours of the training
- ✦ For phone verification, the date of the phone contact, and the name of the person verifying the training information

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.

Training Documentation



Written documentation that includes:

- Employee training record:

- ✦ Dates of all classroom or on-the-job training
- ✦ Trainer's name
- ✦ Topics, number of hours and location
- ✦ Date of first client contact
- ✦ Aide's signature
- ✦ Documentation of any waived training

- Master training record:

- ✦ List of all training sessions held by provider
- ✦ Copy of all agendas showing date, time and duration of sessions
- ✦ Qualifications of trainer (if not agency Registered Nurse)

Applicable to the service standards for the in-home personal care program under 13 CSR 70-91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual.